In the specification:

On pages 2-3, amend the paragraph bridging the pages as follows.

FIG. 1 depicts a call processing system 10, shown generally in accordance with an illustrated embodiment of the invention. Under the illustrated embodiment, calls may be received from clients 12, 14, 16, 18 under any of a number of different formats. For example, calls may be placed to the call processing system 10 using conventional telephones 16, 18 through the public switch telephone network (PSTN) 22 and be directed to an ACD 30 having a switch 32 and CPU 35. Alternately, calls may be delivered in the form of web pages or e-mails to a web site 26 of the call processing system 10 from the terminals 12, 14 of clients.

On page 5, lines 5-10, amend the paragraph as follows.

Text received from the SS/SR converter 46 may be converted into VXML within the VXML interpreter 48 for transfer to the AI engine 28. Alternatively, VXML from the AI engine 28 may be converted into text within the VXML ~~interpreter 46~~ interpreter 48 and transferred to the SS/SR converter 46 for conversion into an audible format.

On page 5, amend the last paragraph to read as follows.

As a part of step #1, the caller enters the digits (e.g., 1-800-nnn-nnnn) to call the call processing center

10. In step #2, the call is connected to the automatic agent 54 and the automatic agent 54 generates the code shown to greet the caller. In step #3, the speech synthesizer generates the words "Welcome to the Geographic Assistance Call Center. Please ask a geography related question." In step 3a the system 10 waits for a response. In step #4, the caller asks "What are the rivers of New York?" In step #5, the AI engine 28 translates the caller's question into the Prolog query *[parm("query","what+are+the+rivers+of+New+York")]* for processing within the AI engine 28. Once converted into a Prolog format, an answer may be formed within the AI engine 28 under any of a number of different methods.

On page 6, first paragraph, amend the paragraph to read as follows.

In step #6, after retrieving the answer, the AI engine 28 creates the VXML code to answer the question. In step #7, the speech synthesizer audibly recites the response "The Rivers of New York are: the Delaware, Allegheny, and Hudson rivers. Do you have another question?" In step 7a the system 10 waits for a response. In step #8, the caller says "yes". The VXML gateway 50 transfers the answer to the AI engine 28 and the AI engine 28 creates the code to ask the caller for the next question in step #9. In step #10, the speech synthesizer converts the response into the audible statement "Please ask another geography related question?" In step 10a the system 10 waits for a response.

On page 5, amend the second paragraph to read as follows.

In response, the caller asks "What is the highest mountain in California?" in step 11. The AI engine 28 converts the query into the Prolog query *[parm("query", "What+is+the+highest+mountain+in+California")]*. The AI engine 28 forms an answer and creates the VXML code to answer the caller in step #13. In step #14, the voice synthesizer forms the audible response "The highest mountain in California if Mount Whitney. Do you have another question?" In step 14a the system 10 waits for a response. In step #15, the automatic agent 54 detects an negative response. In step #16, the automatic agent 54 provides the audible response "Thank you for calling, please call again" followed by the end of call at step #17.

On page 7, lines 8-19, amend the paragraph to read as follows.

In order to optimize the interaction of the customer 12, 14, 16, 18 with the organization, the AI engine may incorporate the expertise and inputs normally associated with a live agent 34, 36 interacting with a client 12, 14, 16, 18 through a terminal 42, 44 or a console 38, 40. The expertise of the agent 34, 36 may involve a comprehensive knowledge of the enterprise activities of the organization. The inputs of the agents 34, 36 may include a knowledge of the identity of the source of the query (e.g., based upon ANI for a telephone call, upon URL for a call through the Internet, etc.). The inputs of the agents 34, 36 may also include personal information of the source of the call based upon prior contacts with the organization.

On page 7, lines 20-27, amend the paragraph to read as follows.

As calls arrive within the call processing system, a call record may be created within a database (DB) for each call for purposes of collecting call associated information. In the case of a call through the PSTN 22, call associated information may include ANI, DNIS information. In the case of a call through the Internet 20, call associated information may include a URL and/or identifiers of any web pages visited on the web site 26.